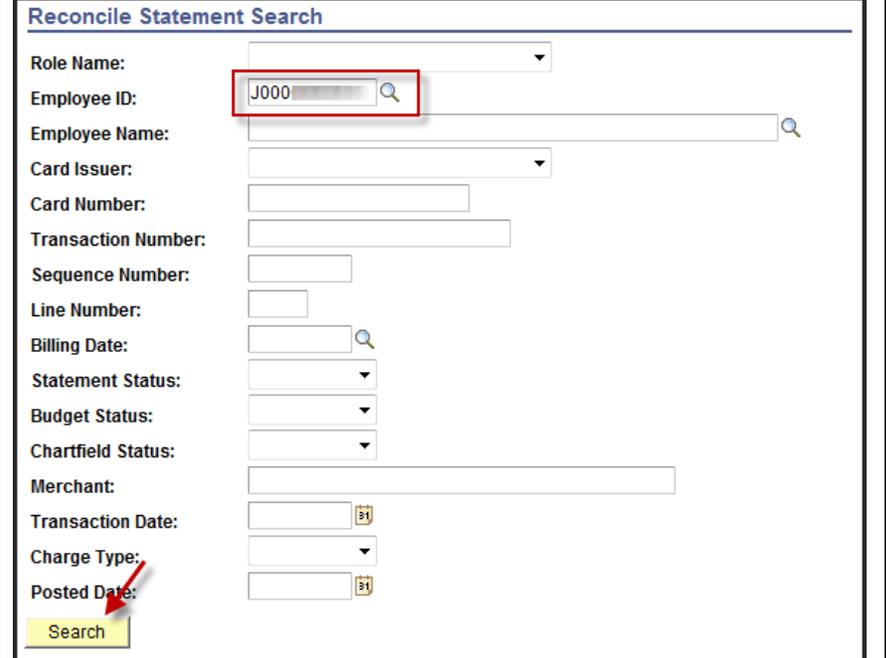


|  |   |   |
|--|---|---|
| <b>Date Created:</b>   | December 19, 2013   |   |
| <b>Version:</b>  | V.1.0.  |   |
| <b><u>Reason for Job aid</u></b>   | <p>What steps need to be taken in SMART in regards to PCard disputes and incorrect charges?</p> <p>This job aid will provide the following:</p> <ol style="list-style-type: none"> <li>1. Instructions for customizing the “Reconcile Statement – Procurement Card Transactions” page to display the Dispute fields on the first tab.</li> <li>2. Instructions for processing Disputes and/or Incorrect Charges.</li> <li>3. Exceptions: Charged Kansas Sales Tax</li> <li>4. Review Disputes page</li> </ol> |   |
| <b>1. Customizing Reconcile Statement – Procurement Card Transactions page</b> |   |   |
| 1.1  | <p><b>Navigation:</b></p> <p>From the <b>Home</b> page in SMART, on the left navigation menu, click on <b>‘Purchasing’</b>, click on <b>‘Procurement Cards’</b>, click on <b>‘Reconcile’</b>, then click on <b>‘Reconcile Statement’</b>.</p> <p>Search for the PCard transactions to be reconciled. In this example the <b>Employee ID</b> was entered.</p> <p>Click the <b>‘Search’</b> button.</p>   |  |

1.2 The 'Reconcile Statement – Procurement Card Transactions' page displays. Click the 'Customize' link at the top of the page in the 'Bank Statement' header:

Reconcile Statement  
Procurement Card Transactions

EmpID: \_\_\_\_\_ Name: \_\_\_\_\_

Display Unmasked Card Number  
 Run Budget Validation on Save

Bank Statement Customize Find View All First 1 of 38 Last

| Transaction | Card Issuer | Card Number | Trans Date | Merchant               | *Status  | Description           | Transaction Amount | Currency | Budget Status | Chartfield Status | Redistrib | Voucher Error |
|-------------|-------------|-------------|------------|------------------------|----------|-----------------------|--------------------|----------|---------------|-------------------|-----------|---------------|
| 1           | UMB         | *****       | 11/16/2013 | Staples Tech Soln      | Approved | XEROX TONER CARTRIDGE | 347.36 USD         |          | Valid         | Valid             | Yes       | No            |
| 2           | UMB         | *****       | 10/29/2013 | E AND A FOOD SALES INC | Approved | TOILET PAPER          | 97.40 USD          |          | Valid         | Valid             | Yes       | No            |
| 3           | UMB         | *****       | 10/29/2013 | E AND A FOOD SALES INC | Approved | PAPER TOWELS          | 357.60 USD         |          | Valid         | Valid             | Yes       | No            |
| 4           | UMB         | *****       | 11/13/2013 | E AND A FOOD SALES INC | Approved | PAPER TOWELS          | 28.60 USD          |          | Valid         | Valid             | Yes       | No            |
| 5           | UMB         | *****       | 11/13/2013 | E AND A FOOD SALES INC | Approved | PAPER TOWELS          | 75.87 USD          |          | Valid         | Valid             | Yes       | No            |
| 6           | UMB         | *****       | 12/04/2013 | E AND A FOOD SALES INC | Staged   |                       | 96.00 USD          |          | Valid         | Valid             | No        | No            |
| 7           | UMB         | *****       | 12/04/2013 | E AND A FOOD SALES INC | Staged   |                       | 177.00 USD         |          | Valid         | Valid             | No        | No            |
| 8           | UMB         | *****       | 12/04/2013 | E AND A FOOD SALES INC | Staged   |                       | 304.00 USD         |          | Valid         | Valid             | No        | No            |
| 9           | UMB         | *****       | 10/30/2013 | DMP DELL K-12/GOVT     | Approved | COLOR INK CARTRIDGE   | 205.14 USD         |          | Valid         | Valid             | Yes       | No            |

Select All  Clear All Stage Verify Approve Validate Budget

Search Purchase Details Split Line Distribution Template SMART UNPSC Codes.pdf (5 MB) SMART UNPSC Codes.xls (3 MB)

1.3 Scroll to the bottom of the page and click the 'Copy Settings' link:

Personalize Column and Sort Order

To order columns or add fields to sort order, highlight column name, then press the appropriate button. Frozen columns display under every tab.

**Column Order**

- Tab Transaction (column 2)
- Card Issuer
- Card Number
- Trans Date
- Merchant
- \*Status
- Description
- Transaction Amount
- Currency
- (column 18)
- (column 19)
- (column 20)
- Dispute Amount
- Credit Collected
- Budget Status
- Chartfield Status
- Redistrib
- Voucher Error
- Tab Billing
- Reference
- Billing Date
- Billing Amount
- Currency
- Prepaid Ref

**Sort Order**

Hidden  Frozen  Descending

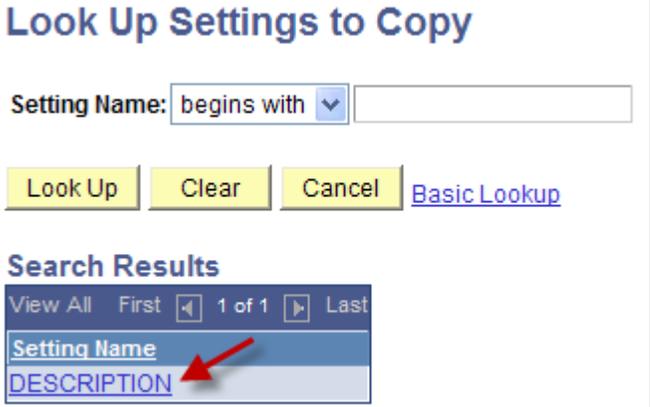
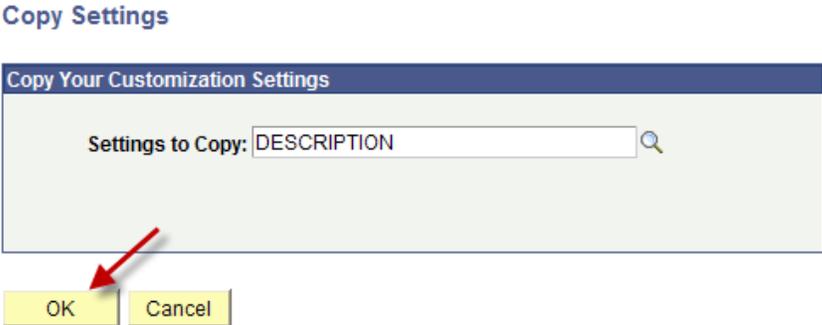
[Copy Settings](#)

1.4 Click the 'Look Up' icon:

Copy Settings

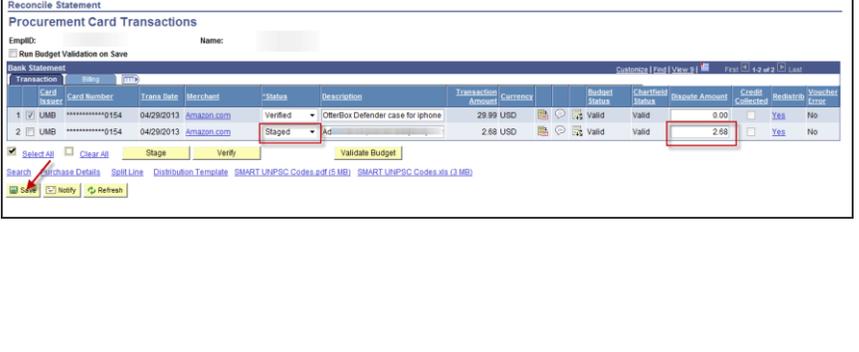
Copy Your Customization Settings

Settings to Copy:

|     |  |   |
|-----|--|---|
| 1.5 | Select the 'Description' Setting Name: |  <p><b>Look Up Settings to Copy</b></p> <p>Setting Name: begins with <input type="text"/></p> <p><b>Look Up</b> <b>Clear</b> <b>Cancel</b> <a href="#">Basic Lookup</a></p> <p><b>Search Results</b></p> <p>View All First <input type="button" value="◀"/> 1 of 1 <input type="button" value="▶"/> Last</p> <p><u>Setting Name</u></p> <p><b>DESCRIPTION</b></p>   |
| 1.6 | Click 'OK':                            |  <p><b>Copy Settings</b></p> <p><b>Copy Your Customization Settings</b></p> <p>Settings to Copy: <input type="text" value="DESCRIPTION"/> <input type="button" value="🔍"/></p> <p><b>OK</b> <b>Cancel</b></p>   |
| 1.7 | Click 'OK':                            |  <p><b>Bank Statement</b></p> <p><b>Personalize Column and Sort Order</b></p> <p>To order columns or add fields to sort order, highlight column name, then press the appropriate button.<br/>Frozen columns display under every tab.</p> <p><b>Column Order</b></p> <p>Tab Transaction<br/>(column 2)<br/>Card Issuer<br/>Card Number<br/>Trans Date<br/>Merchant<br/>*Status<br/>Description<br/>Transaction Amount<br/>Currency<br/>(column 18)<br/>(column 19)<br/>(column 20)<br/>Budget Status<br/>Chartfield Status<br/>Redistrib<br/>Voucher Error<br/>Tab Billing<br/>Reference<br/>Billing Date<br/>Billing Amount<br/>Currency<br/>Prepaid Ref<br/>Dispute Amount<br/>Credit Collected</p> <p><input type="checkbox"/> Hidden<br/><input type="checkbox"/> Frozen</p> <p><b>Sort Order</b></p> <p><input type="checkbox"/> Descending</p> <p><b>OK</b> <b>Cancel</b> <b>Preview</b> <a href="#">Copy Settings</a> <a href="#">Share Settings</a> <a href="#">Delete Settings</a></p> |

|     |  |  |
|-----|--|--|
| 1.8 | <p>The <b>'Description'</b> field will now display between the Status and Transaction Amount.</p> <p>The <b>'Dispute Amount'</b> and <b>'Credit Collected'</b> fields will now display before the Budget Status.</p> |  |
|-----|--|--|

**2. Instructions for Processing Disputes and/or Incorrect Charges**

|     |   |  |
|-----|---|--|
| 2.1 | <p>Enter the amount that is being disputed (incorrect) in the 'Dispute Amount' field.</p> <p>Click the 'Save' button.</p> <p><b>NOTE:</b> The 'Status' should remain as <b>'Staged'</b> until the credit for the disputed amount is received.</p> |  |
|-----|---|--|

|     |          |   |
|-----|----------|---|
| 2.2 | Disputes | <p><b>Definition:</b> If a procurement card transaction is identified as a fraudulent charge (card stolen, card number stolen), and the charges are completely unrelated to State of Kansas business, this is referred to as a <b>dispute</b> in SMART.</p> <p>Agency must contact the PCard Issuer (currently UMB) to obtain credits for disputes.</p> |
|-----|----------|---|

|     |                  |   |
|-----|------------------|---|
| 2.3 | Incorrect Charge | <p><b>Definition:</b> Sales tax charged, or too little/too much charged by vendor.</p> <p>Agency must contact the vendor directly to obtain credits for incorrect charges, damaged goods, etc. If agreement cannot be reached with the vendor for incorrect charges, the agency can then contact UMB for assistance in obtaining the credit.</p> <p><b>Exception:</b> UMB cannot assist agencies in obtaining credits for Kansas sales tax.</p> |
|-----|------------------|---|

|     |              |  |
|-----|--------------|--|
| 2.4 | <b>NOTES</b> | <ul style="list-style-type: none"> <li>VISA rules do not allow UMB to assist agencies in obtaining credits for Kansas sales tax.</li> <li>VISA rules limit the amount of time in which credits can be requested; therefore, agencies should contact UMB and/or vendors as soon as possible for both disputes and incorrect charges.</li> </ul> |
|-----|--------------|--|

2.5 Once the credit is received, select the 'Credit Collected' checkbox next to the original charge.

Verify or Approve the original PCard transaction **AND** the credit transaction.

Click the 'Save' button.

Reconcile Statement  
Procurement Card Transactions

EmpID: \_\_\_\_\_ Name: \_\_\_\_\_

Display Unmasked Card Number  
 Run Budget Validation on Save

| Transaction | Card Number | Trans Date | Merchant   | Status   | Description                       | Transaction Amount | Card Type | Budget Status | Check/Field Status | Dispute Amount | Credit Collected                    | Balance Error | Voucher Error |
|-------------|-------------|------------|------------|----------|-----------------------------------|--------------------|-----------|---------------|--------------------|----------------|-------------------------------------|---------------|---------------|
| 1           | UMB *****   | 84292013   | Amazon.com | Verified | OtterBox Defender case for iphone | 29.99 USD          | MC        | Valid         | Valid              | 0.00           | <input type="checkbox"/>            | Yes           | No            |
| 2           | UMB *****   | 84292013   | Amazon.com | Approved | A                                 | 2.68 USD           | MC        | Valid         | Valid              | 2.68           | <input checked="" type="checkbox"/> | Yes           | No            |
| 3           | UMB *****   | 84292013   | Amazon.com | Verified | OtterBox 77-22902 Defender Series | 151.93 USD         | MC        | Valid         | Valid              | 0.00           | <input type="checkbox"/>            | Yes           | No            |
| 4           | UMB *****   | 95092013   | Amazon.com | Verified | OtterBox Defender FOR IPHONE 4    | 29.40 USD          | MC        | Valid         | Valid              | 0.00           | <input type="checkbox"/>            | Yes           | No            |
| 5           | UMB *****   | 95102013   | Amazon.com | Verified | OTTER BOX DEFENDER SERIES         | 29.63 USD          | MC        | Valid         | Valid              | 0.00           | <input type="checkbox"/>            | Yes           | No            |
| 6           | UMB *****   | 95232013   | Amazon.com | Staged   | 105-4699354-36834                 | 39.04 USD          | MC        | Valid         | Valid              | 0.00           | <input type="checkbox"/>            | No            | No            |
| 7           | UMB *****   | 95232013   | Amazon.com | Staged   | 105-4916950-32394                 | 71.37 USD          | MC        | Valid         | Valid              | 0.00           | <input type="checkbox"/>            | No            | No            |
| 8           | UMB *****   | 95272013   | Amazon.com | Staged   | 105-2853710-16610                 | 153.30 USD         | MC        | Valid         | Valid              | 0.00           | <input type="checkbox"/>            | No            | No            |
| 9           | UMB *****   | 95162013   | Amazon.com | Approved | Line 2 Credit for Sales Tax       | -2.68 USD          | MC        | Valid         | Valid              | 0.00           | <input type="checkbox"/>            | Yes           | No            |

Select All Clear All Stage Verify Approve Validate Budget

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Save Notify Refresh

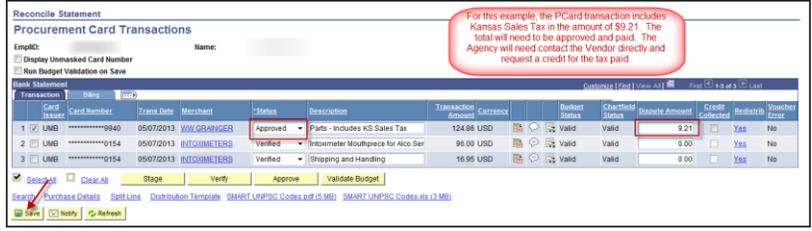
2.6 **NOTES**

- Both the original PCard transaction and the credit PCard transaction should be approved at the same time so that both transactions will build to the same PCard voucher. This will help ensure that a credit was actually received and provide for more visibility into what transpired.
  - The 'Dispute Amount' and 'Credit Collected' fields have no functionality behind them. These fields are provided as a tool to assist with keeping track of PCard transactions that are in the Dispute process.
- If a 'Dispute Amount' has been entered and the PCard transaction status is changed to 'Approved' the entire PCard transaction amount will build to a PCard voucher and be paid. Entering a value in the 'Dispute Amount' field will **NOT stop** a payment from being made.

### 3. Exception: Charged Kansas Sales Tax

3.1 When sales tax has been charged by the vendor the agency should approve the original PCard transaction total and pay the total PCard transaction amount.

The agency will then need to contact the vendor directly to request a credit for the taxes paid.



3.2 **NOTES**

- The tax amount can be noted in the Dispute Amount field (see section 2 of this document) for tracking purposes. Entering the Dispute Amount will **NOT** stop the PCard transaction from building to a PCard voucher.
- If a Dispute Amount is entered and the PCard transaction is built to a PCard voucher, the PCard transaction will **NOT** be visible from the 'Review Disputes' page.

### 4. Review Disputes page

4.1 Navigation

Purchasing > Procurement Cards > Reconcile > Review Disputes

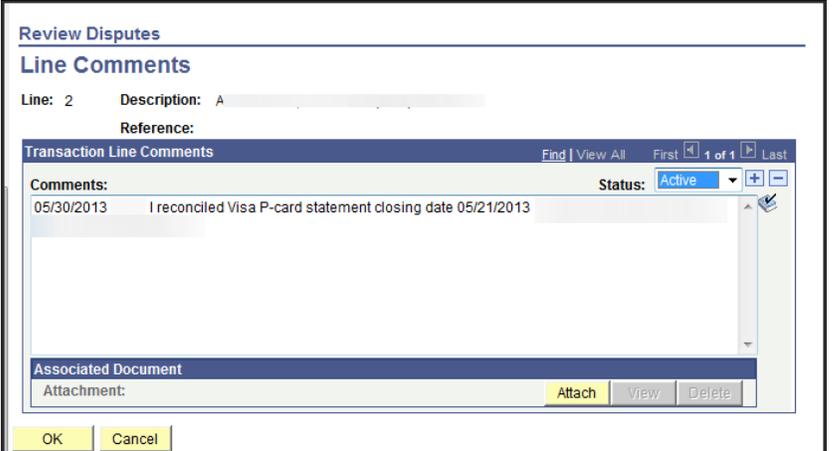
4.2 Enter search criteria, for this example a 'Transaction Date' was entered.

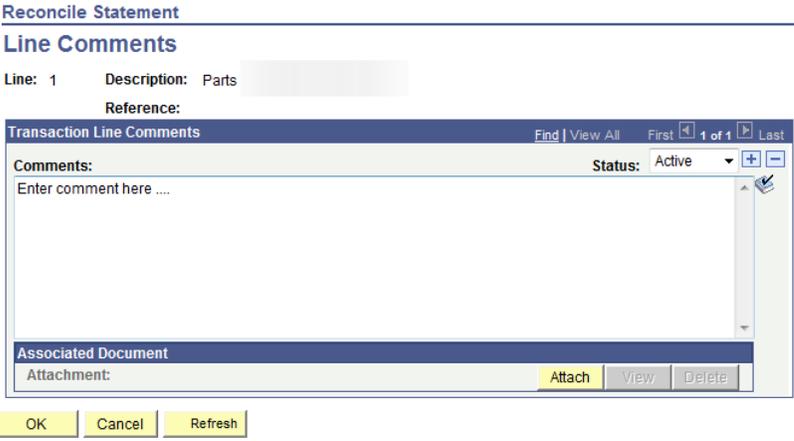
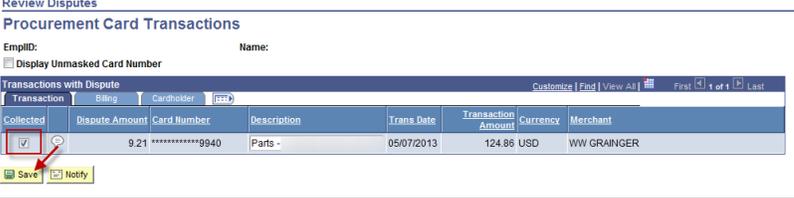
Click the 'Search' button:

4.3 The results will display those PCard transactions that:

- the user has proxy rights to;
- meet the search criteria;
- have a dispute amount entered; AND
- have not built to a

| Transaction              | Billing                  | Cardholder | Trans Date | Transaction Amount | Currency | Merchant                |
|--------------------------|--------------------------|------------|------------|--------------------|----------|-------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | *****9940  | 04/29/2013 | 38.16 USD          |          | DESIGNED BUSINESS INTER |
| <input type="checkbox"/> | <input type="checkbox"/> | *****0154  | 04/29/2013 | 2.68 USD           |          | Amazon.com              |

|            |   |  |
|------------|---|--|
| <p>4.4</p> | <p>voucher.</p> <p>Comments entered on the PCard transaction from the Reconcile Statement page can be viewed from the 'Review Disputes' page:</p> | <br> |
| <p>4.5</p> | <p>Comments can be entered from the 'Review Disputes' page by clicking the comments icon:</p>   |   |
| <p>4.6</p> | <p>Enter a comment and click the 'OK' button:</p>   |    |
| <p>4.7</p> | <p>The comments entered on the 'Review Disputes' page are accessible from the 'Reconcile Statement' page. Click the comments icon:</p>            |    |

|      |   |   |
|------|---|---|
| 4.8  | The comment entered on the 'Review Disputes' page is displayed:   |   |
| 4.9  | Once the credit is received, agency can select the 'Collected' check box from the 'Review Disputes' page.<br><br>Click the 'Save' button: |   |
| 4.10 | The 'Credit Collected' button will display as checked from the 'Reconcile Statement' page.  |   |
| 4.11 | <b>NOTES</b>  | <ul style="list-style-type: none"> <li>• The Review Disputes page is a tool provided to assist with tracking PCard transactions that are in dispute. Neither the 'Dispute Amount' or the 'Credit Collected' fields have functionality behind them that would prevent payments from happening. This is to be used strictly for tracking purposes.</li> <li>• The Review Disputes page will only display PCard transactions that are in dispute and have <b>NOT</b> been approved and paid. PCard transactions that have built to a PCard voucher will not display on this page even if there is a dispute amount recorded on the PCard transaction.</li> <li>• The Review Disputes page was made available mid December of 2013 for the following roles: Agency PCard Approver, Agency PCard Reconciler, Agency PCard Recon/Approver, Agency PCard Administrator, Central Purchasing Administrator and Central PCard Administrator.</li> </ul> |